

Using Appreciative Inquiry to Facilitate Registered Nurse Advisory Group to Improve RN Satisfaction

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In response to the 2011 RN Satisfaction survey the Leadership Council at York Hospital (YH) discussed ways to improve Performance on 3 key indicators; RN-RN Task, RN Interactions and Nurse Management. An RN Advisory Group (RNAG) with representatives from all inpatient nursing units were invited to a session using Appreciative Inquiry (AI). Quarterly meetings with the staff were scheduled to meet their identified needs and to track progress on metrics. During the 2012 RN Survey period hospital participation increased by over 12 % and 10% greater than the national average.

2012 Nursing Leadership Council



Registered Nurse Advisory Group

- ❖ Each Unit identified an RN member to represent their unit
- ❖ Initial meeting had 100% attendance
- ❖ Feedback was very positive about initial session being a positive meeting focused on solutions not problems
- ❖ Meetings held quarterly for ongoing feedback and engagement September, January, March and June
- ❖ Used email to communicate with members
- ❖ Helped to market and increase participation with 2012 survey

Action Plan items from the FY 11-12 Survey concentrated upon the following areas of focus and concern of the nurses;

RN Task

- Patient Admissions/Flow
- Patient Logistics Department
- Mobile Patient Care Equipment

RN Management

- Leadership Rounding/NM Satisfaction

RN Interactions

- Communication
- Handoffs and Relationships



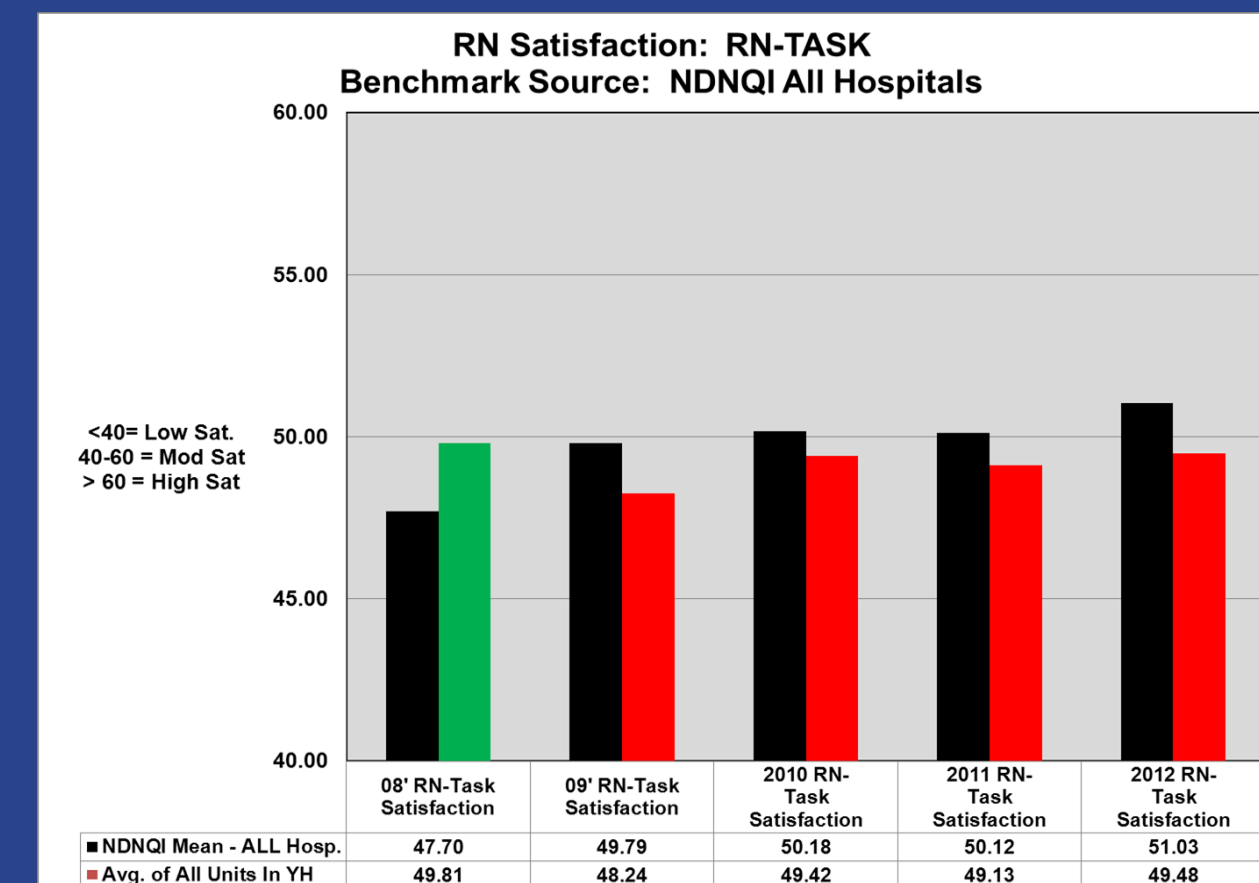
The following AI questions were used to facilitate staff feedback using an AI format;

1. Tell us about a time you were part of a team that had a high Level of trust and respect among team members.
2. When you feel supported by your nurse manager, what contributes to feeling that was, what makes this possible?
3. When you complete your shift feeling good about your day's work and all you accomplished what contributed to it being a good day?

NDNQI RN Survey Participation Rates				
2011				
Total No of units participating	Total eligible RN's	Total response	Rate	National Response Rate
41	1302	850	74%	72%
2012				
Total No of units participating	Total eligible RN's	Total response	Rate	National Response Rate
43	1210	1003	85%	75%

2012 RN Survey Results

	FY11	FY 12	Increase	Decrease
RN-Task	49.13	49.48		
RN-RN	67.18	66.38		
Nursing Management	55.48	54.52		



Next Steps

- ❖ Continue RNAG for FY 2013 1st meeting 9/26/12
- ❖ Increase engagement of staff, participation decreased by 12% from 2012.
- ❖ Communication and Visibility of Nursing Leadership